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Attorney Docket No. 01-4004A

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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1002 U.S. PTO
03/04/02

Box Patent Application
Assistant Commissioner for Patents
Washington, D. C. 20231

NEW APPLICATION TRANSMITTAL

Transmitted herewith for filing is the patent application of:

Inventor(s): Patrick Peterson
Katherine Godfrey
Bernhard Suhm

WARNING: Patent must be applied for in the name(s) of all of the actual inventor(s). 37 CFR 1.41(a) and 1.53(b).

For (title): APPARATUS AND METHOD FOR ANALYZING ROUTING OF
CALLS IN AN AUTOMATED RESPONSE SYSTEM

Certification Under 37 CFR 1.10

I hereby certify that this New Application Transmittal and the documents referred to as enclosed therein are being deposited with the United States Postal Service on this date 3/4/02 in an envelope as "Express Mail Post Office to Addressee" mailing label Number EL029404386US addressed to the: Assistant Commissioner for Patents, Washington, D.C. 20231.

Mary E. Anza
(typed or printed name of person mailing paper)

Mary E. Anza
(Signature of person mailing paper)

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Enclosed are:

- [96] pages of specification & cover sheet
- [10] pages of claims
- [1] pages of abstract
- [43] sheets of formal drawings
- [1] request & certification under 35 USC 122(b)(2)(B)(i)
- [2] pages of declaration and power of attorney
- [33] pages of assignment and assignment recordation form
- [2] pages of information disclosure statement
- [1] pages of form 1449
- [6] references
- [1] return postcard

CLAIMS AS FILED				
	NUMBER FILED	NUMBER EXTRA	BASIC FEE	
TOTAL CLAIMS	22 - 20	2 x	\$18.00	36.00
INDEPENDENT CLAIMS	9 - 3	6 x	\$84.00	504.00
MULTIPLE DEPENDENT CLAIMS(S).....ADD			\$280.00	0.00
TOTAL FILING FEE				\$1280.00

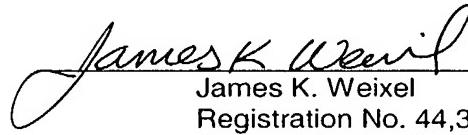
Warning: Do not use this transmittal for a completion in the U.S. of an International Application under 35 U.S.C. 371(c)(4) unless the International Application is being filed as a divisional, continuation or a continuation-in-part application.

Please charge my Deposit Account No. 07-2339 in the amount of **\$1280.00**.

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[x] The Commissioner is hereby authorized to charge any additional fees under 37 CFR 1.16 and 1.17 which may be required by the papers submitted herewith or credit any overpayment to Account No. 07-2339.

This transmittal letter is submitted in duplicate.



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Practitioner's Docket No. 01-4004 A

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Patrick Peterson et al.

For (title): APPARATUS AND METHOD FOR ANALYZING ROUTING
OF CALLS IN AN AUTOMATED RESPONSE SYSTEM

REQUEST AND CERTIFICATION UNDER
35 U.S.C. 122(b)(2)(B)(i)

I hereby certify that the invention disclosed in the attached application **has not and will not be** the subject of an application filed in another country, or under a multilateral agreement that requires publication at eighteen months after filing. I hereby request that the attached application not be published under 35 U.S.C. 122(b).

Date: 2/21/2002



James K. Weixel, Reg. No. 44,399

This request must be signed in compliance with 37 CFR 1.33(b) and submitted with the application **upon filing**.

Applicant may rescind this nonpublication request at any time. If applicant rescinds a request that an application not be published under 35 U.S.C. 122(b), the application will be scheduled for publication at eighteen months from the earliest claimed filing date for which a benefit is claimed.

If applicant subsequently files an application directed to the invention disclosed in the attached application in another country, or under a multilateral international agreement, that requires publication of applications eighteen months after filing, the applicant **must** notify the United States Patent and Trademark Office of such filing within forty-five (45) days after the date of the filing of such foreign or international application. **Failure to do so will result in abandonment of this application (35 U.S.C. 122(b)(2)(B)(iii)).**